



Waukesha County
Treasurer's Office

Strategic Plan

2020 - 2022

Waukesha County's departmental Strategic Plans guide the work of the organization toward achievement of its overall goals.



“Waukesha County Treasurer’s Office strives to provide quality customer service with competence, skill, and cost effectiveness.”

– Pamela F. Reeves, County Treasurer

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Reader's Guide: How to read the Strategic Plan

Thanks for reading Waukesha County Treasurer's Office Strategic Plan.

This document provides an overview of what Waukesha County leadership aims to achieve over the next three years and how this Department aims to meet those goals.

Note: Consider this Strategic Plan a high-level look at problem-solving initiatives. As such, a reader may not encounter data on all departmental activities (as found in an Operational Plan). We [welcome](#) your questions and feedback any time!

What's an Objective?

In this Strategic Plan, an Objective is a milestone to be reached. It must be **specific**, **measurable**, **attainable**, **realistic**, and **time-bound** (aka **SMART**).

Each objective appears in two places: In a list that shows all of our goals in one place, and on its own page (example below, right).

Owner: The member of our team that is accountable for this Objective.

Feel free to contact Waukesha County to discuss any objective – just ask for the person listed here. We do the very same!

Strategy: What must be accomplished in order to achieve our objective.

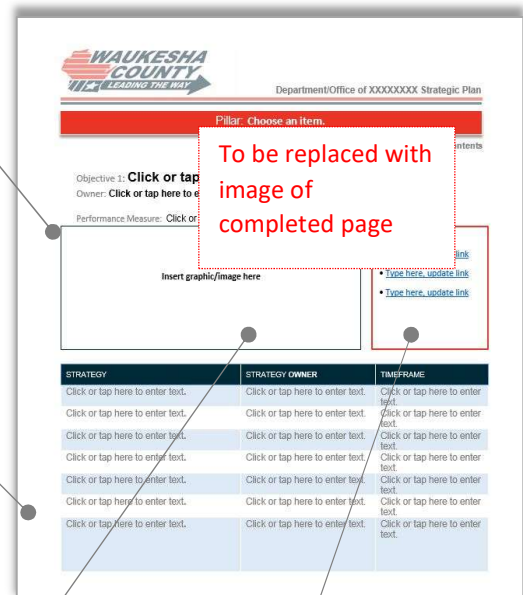
A company that sells fruit snacks may set an objective to "increase sales." One of their strategies is to pioneer new points of sale beyond supermarkets and vending machines, like commercial air travel, pizza delivery, and pro sporting events.

Like each Objective, a Strategy has an **owner** who guides efforts for its completion and success. Find this in the center column.

In the right-hand column, please find the **timeframe** for each strategy. This represents each strategy's deadline.

Performance measures:

A graphic or image show the progress and status of each Objective's success.



Waukesha County
Department/Office of XXXXXXXX Strategic Plan

Pillar: Choose an item.

Objective 1: Click or tap here to enter text.
Owner: Click or tap here to enter text.
Performance Measure: Click or tap here to enter text.

Insert graphic/image here

• Type here, update link
• Type here, update link

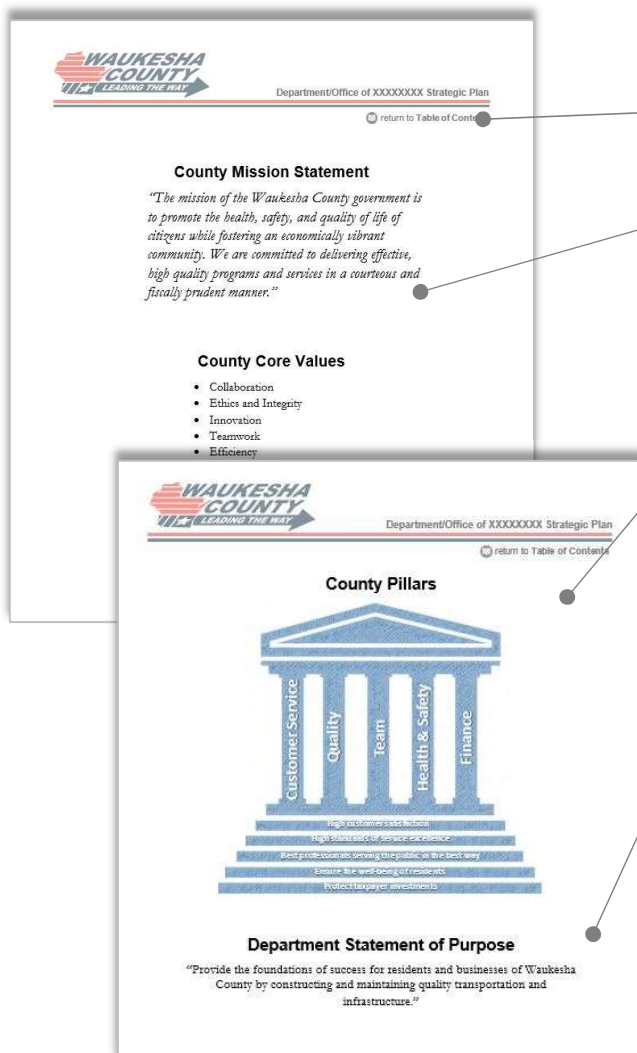
STRATEGY	STRATEGY OWNER	TIMEFRAME
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Learn More:

Jump to supporting resources found in this Strategic Plan's appendices, on [WaukeshaCounty.gov](#), or elsewhere!

How to read the Strategic Plan continued

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The origin of each Objective

In each of Waukesha County's Departmental Strategic Plans, a pair of pages bears the principles and promises that guide our Objectives:

- Waukesha County's **Mission Statement**. The big picture.
- Waukesha County **Standards of Excellence**, the principles we observe on our path to completing our mission.
- Waukesha County's **Five Pillars of Success**, our framework for identifying core priorities and establishing program goals.
- Department's **Statement of Purpose**. Each department completes a Strategic Plan. Each declares its own "mission" here.

How is the objective shaped by the "environmental scan"?

Environmental scan (n): Monitoring of an organization's internal and external environments for detecting early signs of opportunities and threats that may influence its current and future plans.

Find environmental scan data summarized in this document's **Executive Summary** and **Appendix** sections.

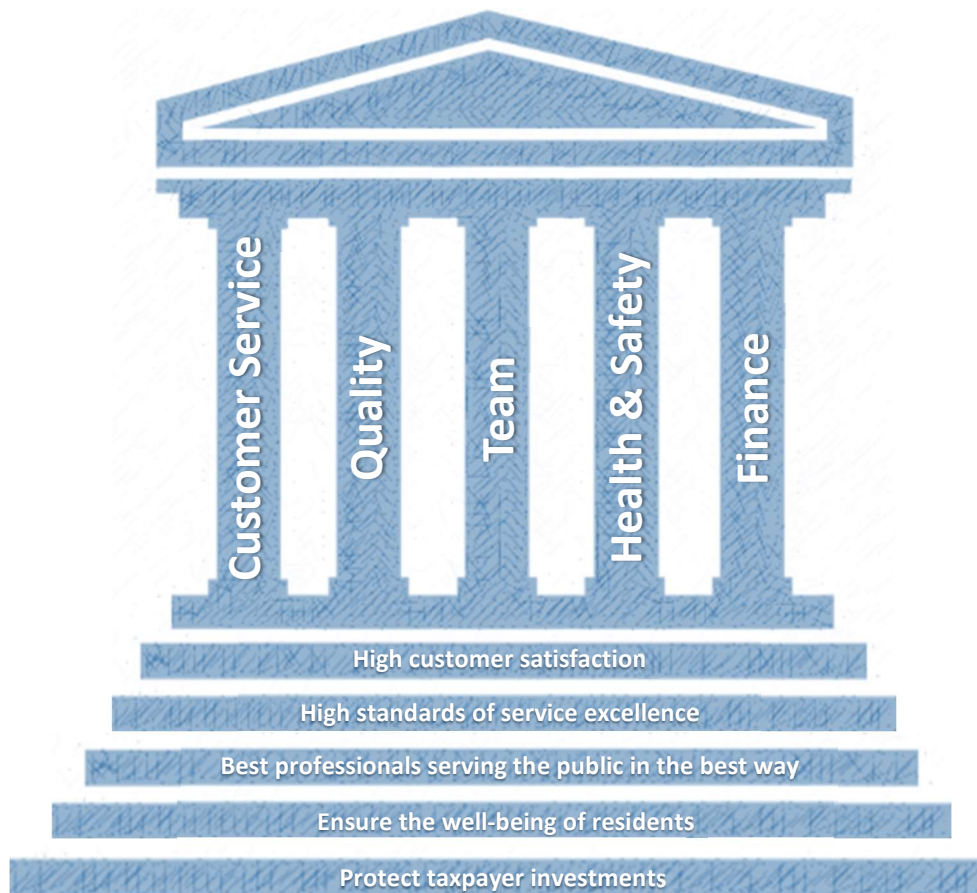
County Mission Statement

“The mission of the Waukesha County government is to promote the health, safety, and quality of life of citizens while fostering an economically vibrant community. We are committed to delivering effective, high quality programs and services in a courteous and fiscally prudent manner.”

Standards of Excellence

- Teamwork & Collaboration
- Communication
- Innovation
- Ethics & Diversity
- Efficiency & Cost Savings
- Wellbeing

County Pillars



Department Statement of Purpose

“The mission of the County Treasurer's Office is to provide efficient, courteous service and maintain accurate records, while upholding the fiduciary and statutory responsibilities required of the office”

Strategic Objectives at a glance

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- 1) Objective 1: Alleviate manual entry and reduce costs by working cooperatively with financial institutions and mortgage companies to acquire payment data in a format for electronic import into our tax system.
- 2) Objective 2: Ensure that streamlined tax payment processing is maintained by working collaboratively with Department of Administration and Information Technology departments on the countywide cashiering replacement project.
- 3) Objective 3: Promote Treasurer's Office collection services for first installment property tax collection to more towns and villages in Waukesha County.

 *Tip: Click title to jump to objective detail*

Strategic Objectives

Pillar: Quality


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Objective 1: Alleviate manual entry and reduce costs by working cooperatively with financial institutions and mortgage companies to acquire payment data in a format for electronic import into our tax system.

Owner: Treasurer's office

Performance Measure: An increasing rate of electronic submissions will indicate improved efficiency, improved cash flow and reduced costs.

STRATEGY	STRATEGY OWNER	TIMEFRAME
Continue to collaborate with outside vendor(s) who work closely with financial institutions and mortgage companies to streamline property tax payments via electronic submission.	Treasurer and Deputy Treasurer	Throughout 2020 - 2022
Any and all correspondences received from financial institutions and mortgage companies regarding property tax payment processing questions, give them options to electronically submit payments and funds to Waukesha County for processing	Treasurer and Deputy Treasurer	Throughout 2020 - 2022

